



Call Out Procedure

1.1 NORMAL HOURS (07:00 – 16:00)

1. Call our office – 021 386 5116
2. Provide the following information:
 - Location and company name
 - Engine make & model
 - Description of the fault
 - Pictures or video of the fault. This will enable us to assist and diagnose the fault.
3. Provide on-site contact person name and contact number.
4. FGW technician will be notified, and technician will liaise with on-site contact provided by client.
5. Alternatively contact us via email and provide the same information as above.
 - Bennie Botha (Service Manager): bennie@fgwgenerators.co.za
 - Claire O' Gorman (Administration): claire@fgwgenerators.co.za

1.2 AFTER HOURS (WEEKDAYS AFTER 16:00, FRIDAY AFTER 13:00, WEEKENDS, PUBLIC HOLIDAYS)

1. Call the standby technician on call:
 - Western Cape 073 230 1545
 - Gauteng 083 255 0521
 - East London, Mthata, PE and surrounding areas 083 700 2737 OR 076 358 7465
 - Port Elizabeth 061 553 4846
2. Provide the following information:
 - Location and company name
 - Engine make & model
 - Description of the fault
 - Pictures or video of the fault - This will enable us to assist and diagnose the fault
 - Provide on-site contact person and contact number

1.3 CALL OUT CHARGES

Call out	Charge	
Normal working hours	R800 per/ hour (minimum 4 hours)	Monday to Thursday 07h00 to 16h00 Friday 07h00 to 13h00
After hours and Saturdays	R1 200 per/ hour (minimum 4 hours)	Where works are completed before 00h00.
Sundays and public holidays	R1600 per/ hour (minimum 4 hours)	Where works are completed before 00h00.
Travel	R 9	Per km

1.4 RESPONSE TIMES

Failure Level	Telephone Response	Presence on Site
Urgent	30 min	4 hours (including public holidays and weekends)
Non-Urgent	60 min	48 hours (not applicable on public holidays and weekends)
Load-Shedding	60 min	Best Effort – Always prioritizing critical breakdowns

1.5 FGW Terms and Conditions:

- All services/works will be carried out according to the manufacturer's specifications.
- Subject to FGW Generators (Pty) Ltd terms and conditions - [Terms and Conditions of Sale](#)
- Please note that SLA Clients will receive preference during call-out requests.